

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/737,274
Applicant : L. MICHAEL MARITZEN ET AL.
Title : AUTOMATED USAGE-INDEPENDENT AND LOCATION-
INDEPENDENT AGENT-BASED INCENTIVE METHOD AND
SYSTEM FOR CUSTOMER RETENTION
Filed : 12/12/2000
TC/A.U. : 3621
Examiner : ELISCA, PIERRE E.
Docket No. : SON5180.02A
Cust. No. : 36813

Confirmation No. 7901

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Commissioner for Patents
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RESPONSE

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Dear Sir:

This communication is in response to the Office Action mailed 09/04/2003.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.

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FROM: JOHN P. O'BANION

RE: 09/737,274
SON5180.02A

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